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## LAMPIRAN

### KUESIONER PENELITIAN

#### PENGARUH PRODUK WISATA, KUALITAS PELAYANAN DAN PROTOKOL KESEHATAN TERHADAP KEPUASAN DAN MINAT KUNJUNG ULANG (STUDI KASUS PADA WISATAWAN TIGA GILI NUSA TENGGARA BARAT)

Petunjuk pengisian kuesioner :

1. Bacalah instruksi umum yang diberikan di awal pertanyaan.
2. Jawablah seluruh pertanyaan, tanpa ada yang terlewat

Identitas Responden Isikan jawaban Anda pada tempat yang sudah disediakan dan beri tanda(X) pada jawaban yang Anda pilih.

1. Jenis kelamin
  - 1) Laki-laki
  - 2) Perempuan
  - 3) Lainnya
2. Usia (tahun) :
  - 1) <20
  - 2) 20 - 30
  - 3) 31 – 40
  - 4) 41– 50
  - 5) > 50 – 60
3. Pendidikan terakhir Anda (ijazah terakhir yang dimiliki) :
  - 1) SD/Sederajat
  - 2) SMP/Sederajat
  - 3) SMU/Sederajat
  - 4) Akademi/Diploma
  - 5) Sarjana
  - 6) Magister (S3)
  - 7) Doktor (S3)
4. Pekerjaan
  - 1) Wiraswasta
  - 2) Karyawan
  - 3) PNS

4) Lainnya

**Petunjuk:**

**Berilah penilaian secara jujur dan objektif terhadap produk wisata Tiga Gili Nusa Tenggara Barat . Berilah tanda (X) pada jawaban yang anda pilih.**

**1 = Sangat Tidak Setuju**

**2 = Tidak Setuju**

**3 = Ragu-ragu / Netral**

**4 = Setuju**

**5 = Sangat Setuju**

<b>NO</b>	<b>PERTANYAAN</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
	Pemandangan Alam, adat istiadat dan cagar alam Menarik.					
	Fasilitas, Sarana Penunjang dan Pelayanan disiapkan dengan baik dan memadai.					
	Kendaraan dan jalan untuk menuju lokasi wisata tersedia dengan baik dan mudah ditempuh.					
	Terdapat lembaga yang mendukung kegiatan pariwisata baik pemerintah ataupun swasta seperti lembaga penukaran uang asing, sewa transportasi/kendaraan,pemandu wisata,dll					
	Masyarakat setempat dan pelayanan yang diberikan dengan sopan dan ramah.					
	Fasilitas,penampilan pekerja dan kebersihan sesuai standard dan menarik.					
	Pelayanan yang diberikan sesuai dengan harapan atau yang dijanjikan.					
	Pelayanan yang diberikan tepat dan cepat.					
	karyawan bersikap sopan, terampil,kredibel serta melakukan pekerjaan sesuai dengan prosedur yang ditetapkan					
	karyawan melayani dengan ramah, menerima keluh kelah wisatawan dan memberikan informasi kepada wisatawan dengan jelas					

NO	PERTANYAAN	1	2	3	4	5
	Fasilitas dan sarana yang mendukung kesehatan sesuai dengan Protokol kesehatan seperti tempat cuci tangan dan disinfektan tersedia dengan baik.					
	Memberikan pelayanan sesuai dengan protokol kesehatan seperti pekerja diwajibkan memakai masker dan memastikan para pekerja dalam keadaan sehat.					
	Memastikan kesehatan pengunjung terjaga dengan cara melakukan pengecekan terhadap pengunjung baru, selalu menggunakan masker, menjaga jarak satu meter dan pengukur suhu badan.					
	Tersedia media informasi terkait Protokol kesehatan terutama mengenai <i>Covid-19</i>					
	Tersedia pos kesehatan atau penanganan penyakit terutama <i>covid-19</i> .					
	Ada perasaan puas dari produk atau jasa secara keseluruhan.					
	Ada Perasaan puas dengan produk wisata, pelayanan dan Protokol kesehatan yang diberikan.					
	Tingkat kesesuaian harapan dengan kinerja actual baik.					
	Bersedia untuk melakukan kunjungan ulang terhadap produk atau jasa.					
	Bersedia merekomendasikan produk atau jasa dari yang ditawarkan tiga gili nusa tenggara barat.					

NO	PERTANYAAN	1	2	3	4	5
	Rasa ingin mengunjungi tiga gili kembali					
	lebih memilih mengunjungi tiga gili dari pilihan pilihan wisata yang sejenis.					
	Menjadikan tiga gili sebagai referensi kunjungan sebagai tujuan untuk berwisata diwaktu mendatang.					
	Berkeinginan kuat untuk mengunjungi ulang bersama teman-teman dan keluarga					
	Menyarankan kepada teman untuk berkunjung ke tiga gili lebih dahulu dari wisata lainnya.					

## UJI VALIDITAS DAN RELIABILITAS 1

### Correlations

		X1.1	X1.2	X1.4	X1.3	X1.5	X2.1
X1.1	Pearson Correlation	1	.301	.434 <sup>*</sup>	.362 <sup>*</sup>	.452 <sup>*</sup>	.323
	Sig. (2-tailed)		.106	.016	.049	.012	.082
	N	30	30	30	30	30	30
X1.2	Pearson Correlation	.301	1	.657 <sup>**</sup>	.633 <sup>**</sup>	.647 <sup>**</sup>	.623 <sup>**</sup>
	Sig. (2-tailed)	.106		.000	.000	.000	.000
	N	30	30	30	30	30	30
X1.4	Pearson Correlation	.434 <sup>*</sup>	.657 <sup>**</sup>	1	.788 <sup>**</sup>	.640 <sup>**</sup>	.504 <sup>**</sup>
	Sig. (2-tailed)	.016	.000		.000	.000	.004
	N	30	30	30	30	30	30
X1.3	Pearson Correlation	.362 <sup>*</sup>	.633 <sup>**</sup>	.788 <sup>**</sup>	1	.773 <sup>**</sup>	.512 <sup>**</sup>
	Sig. (2-tailed)	.049	.000	.000		.000	.004
	N	30	30	30	30	30	30
X1.5	Pearson Correlation	.452 <sup>*</sup>	.647 <sup>**</sup>	.640 <sup>**</sup>	.773 <sup>**</sup>	1	.455 <sup>*</sup>
	Sig. (2-tailed)	.012	.000	.000	.000		.012
	N	30	30	30	30	30	30
X2.1	Pearson Correlation	.323	.623 <sup>**</sup>	.504 <sup>**</sup>	.512 <sup>**</sup>	.455 <sup>*</sup>	1
	Sig. (2-tailed)	.082	.000	.004	.004	.012	
	N	30	30	30	30	30	30
X2.2	Pearson Correlation	.367 <sup>*</sup>	.784 <sup>**</sup>	.515 <sup>**</sup>	.638 <sup>**</sup>	.507 <sup>**</sup>	.785 <sup>**</sup>
	Sig. (2-tailed)	.046	.000	.004	.000	.004	.000
	N	30	30	30	30	30	30
X2.3	Pearson Correlation	.239	.894 <sup>**</sup>	.588 <sup>**</sup>	.728 <sup>**</sup>	.578 <sup>**</sup>	.693 <sup>**</sup>
	Sig. (2-tailed)	.203	.000	.001	.000	.001	.000
	N	30	30	30	30	30	30
X2.4	Pearson Correlation	.301	.792 <sup>**</sup>	.657 <sup>**</sup>	.633 <sup>**</sup>	.481 <sup>**</sup>	.812 <sup>**</sup>
	Sig. (2-tailed)	.106	.000	.000	.000	.007	.000
	N	30	30	30	30	30	30
X2.5	Pearson Correlation	.134	.792 <sup>**</sup>	.484 <sup>**</sup>	.633 <sup>**</sup>	.481 <sup>**</sup>	.623 <sup>**</sup>
	Sig. (2-tailed)	.481	.000	.007	.000	.007	.000
	N	30	30	30	30	30	30
X3.1	Pearson Correlation	.410 <sup>*</sup>	.778 <sup>**</sup>	.659 <sup>**</sup>	.627 <sup>**</sup>	.647 <sup>**</sup>	.607 <sup>**</sup>
	Sig. (2-tailed)	.024	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30

**Correlations**

		X2.2	X2.3	X2.4	X2.5	X3.1	X3.2
X1.1	Pearson Correlation	.367 <sup>*</sup>	.239	.301	.134	.410 <sup>*</sup>	.275
	Sig. (2-tailed)	.046	.203	.106	.481	.024	.141
	N	30	30	30	30	30	30
X1.2	Pearson Correlation	.784 <sup>**</sup>	.894 <sup>**</sup>	.792 <sup>**</sup>	.792 <sup>**</sup>	.778 <sup>**</sup>	.576 <sup>**</sup>
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.001
	N	30	30	30	30	30	30
X1.4	Pearson Correlation	.515 <sup>**</sup>	.588 <sup>**</sup>	.657 <sup>**</sup>	.484 <sup>**</sup>	.659 <sup>**</sup>	.418 <sup>*</sup>
	Sig. (2-tailed)	.004	.001	.000	.007	.000	.022
	N	30	30	30	30	30	30
X1.3	Pearson Correlation	.638 <sup>**</sup>	.728 <sup>**</sup>	.633 <sup>**</sup>	.633 <sup>**</sup>	.627 <sup>**</sup>	.435 <sup>*</sup>
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.016
	N	30	30	30	30	30	30
X1.5	Pearson Correlation	.507 <sup>**</sup>	.578 <sup>**</sup>	.481 <sup>**</sup>	.481 <sup>**</sup>	.647 <sup>**</sup>	.420 <sup>*</sup>
	Sig. (2-tailed)	.004	.001	.007	.007	.000	.021
	N	30	30	30	30	30	30
X2.1	Pearson Correlation	.785 <sup>**</sup>	.693 <sup>**</sup>	.812 <sup>**</sup>	.623 <sup>**</sup>	.607 <sup>**</sup>	.476 <sup>**</sup>
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.008
	N	30	30	30	30	30	30
X2.2	Pearson Correlation	1	.877 <sup>**</sup>	.784 <sup>**</sup>	.784 <sup>**</sup>	.766 <sup>**</sup>	.589 <sup>**</sup>
	Sig. (2-tailed)		.000	.000	.000	.000	.001
	N	30	30	30	30	30	30
X2.3	Pearson Correlation	.877 <sup>**</sup>	1	.894 <sup>**</sup>	.894 <sup>**</sup>	.660 <sup>**</sup>	.484 <sup>**</sup>
	Sig. (2-tailed)	.000		.000	.000	.000	.007
	N	30	30	30	30	30	30
X2.4	Pearson Correlation	.784 <sup>**</sup>	.894 <sup>**</sup>	1	.792 <sup>**</sup>	.578 <sup>**</sup>	.401 <sup>*</sup>
	Sig. (2-tailed)	.000	.000		.000	.001	.028
	N	30	30	30	30	30	30
X2.5	Pearson Correlation	.784 <sup>**</sup>	.894 <sup>**</sup>	.792 <sup>**</sup>	1	.578 <sup>**</sup>	.576 <sup>**</sup>
	Sig. (2-tailed)	.000	.000	.000		.001	.001
	N	30	30	30	30	30	30
X3.1	Pearson Correlation	.766 <sup>**</sup>	.660 <sup>**</sup>	.578 <sup>**</sup>	.578 <sup>**</sup>	1	.783 <sup>**</sup>
	Sig. (2-tailed)	.000	.000	.001	.001		.000
	N	30	30	30	30	30	30



**Correlations**

		X3.3	X3.4	X3.5	Y1.1	Y1.2	Y1.3
X1.1	Pearson Correlation	.247	.301	.384	.445	.418	.367
	Sig. (2-tailed)	.189	.106	.036	.014	.021	.046
	N	30	30	30	30	30	30
X1.2	Pearson Correlation	.627**	.583**	.699**	.875**	.671**	.784**
	Sig. (2-tailed)	.000	.001	.000	.000	.000	.000
	N	30	30	30	30	30	30
X1.4	Pearson Correlation	.424	.311	.489**	.505**	.588**	.515**
	Sig. (2-tailed)	.020	.094	.006	.004	.001	.004
	N	30	30	30	30	30	30
X1.3	Pearson Correlation	.491**	.452	.553**	.532**	.728**	.638**
	Sig. (2-tailed)	.006	.012	.002	.002	.000	.000
	N	30	30	30	30	30	30
X1.5	Pearson Correlation	.527**	.315	.598**	.624**	.578**	.507**
	Sig. (2-tailed)	.003	.090	.000	.000	.001	.004
	N	30	30	30	30	30	30
X2.1	Pearson Correlation	.542**	.623**	.598**	.721**	.693**	.785**
	Sig. (2-tailed)	.002	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30
X2.2	Pearson Correlation	.629**	.784**	.696**	.854**	.877**	1.000**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30
X2.3	Pearson Correlation	.530**	.671**	.591**	.744**	.760**	.877**
	Sig. (2-tailed)	.003	.000	.001	.000	.000	.000
	N	30	30	30	30	30	30
X2.4	Pearson Correlation	.453	.583**	.510**	.662**	.671**	.784**
	Sig. (2-tailed)	.012	.001	.004	.000	.000	.000
	N	30	30	30	30	30	30
X2.5	Pearson Correlation	.627**	.792**	.699**	.662**	.671**	.784**
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000
	N	30	30	30	30	30	30
X3.1	Pearson Correlation	.828**	.578**	.869**	.853**	.874**	.766**
	Sig. (2-tailed)	.000	.001	.000	.000	.000	.000
	N	30	30	30	30	30	30

**Correlations**

		Y1.4	Y1.5	Y2.1	Y2.2	Y2.3	Y2.4
X1.1	Pearson Correlation	.516**	.516**	.378*	.174	.468**	.520**
	Sig. (2-tailed)	.004	.004	.039	.359	.009	.003
	N	30	30	30	30	30	30
X1.2	Pearson Correlation	.512**	.512**	.354	.526**	.583**	.354
	Sig. (2-tailed)	.004	.004	.055	.003	.001	.055
	N	30	30	30	30	30	30
X1.4	Pearson Correlation	.725**	.725**	.342	.372*	.484**	.342
	Sig. (2-tailed)	.000	.000	.064	.043	.007	.064
	N	30	30	30	30	30	30
X1.3	Pearson Correlation	.727**	.898**	.460*	.504**	.452*	.307
	Sig. (2-tailed)	.000	.000	.011	.005	.012	.099
	N	30	30	30	30	30	30
X1.5	Pearson Correlation	.557**	.714**	.633**	.363*	.481**	.352
	Sig. (2-tailed)	.001	.000	.000	.048	.007	.057
	N	30	30	30	30	30	30
X2.1	Pearson Correlation	.747**	.569**	.454*	.512**	.812**	.614**
	Sig. (2-tailed)	.000	.001	.012	.004	.000	.000
	N	30	30	30	30	30	30
X2.2	Pearson Correlation	.711**	.711**	.555**	.656**	.784**	.555**
	Sig. (2-tailed)	.000	.000	.001	.000	.000	.001
	N	30	30	30	30	30	30
X2.3	Pearson Correlation	.599**	.599**	.443*	.581**	.671**	.443*
	Sig. (2-tailed)	.000	.000	.014	.001	.000	.014
	N	30	30	30	30	30	30
X2.4	Pearson Correlation	.709**	.512**	.354	.526**	.792**	.530**
	Sig. (2-tailed)	.000	.004	.055	.003	.000	.003
	N	30	30	30	30	30	30
X2.5	Pearson Correlation	.512**	.512**	.354	.526**	.583**	.354
	Sig. (2-tailed)	.004	.004	.055	.003	.001	.055
	N	30	30	30	30	30	30
X3.1	Pearson Correlation	.701**	.701**	.367*	.511**	.578**	.282
	Sig. (2-tailed)	.000	.000	.046	.004	.001	.131
	N	30	30	30	30	30	30

### Correlations

		Y2.5	Total
X1.1	Pearson Correlation	.468**	.522**
	Sig. (2-tailed)	.009	.003
	N	30	30
X1.2	Pearson Correlation	.583**	.828**
	Sig. (2-tailed)	.001	.000
	N	30	30
X1.4	Pearson Correlation	.484**	.715**
	Sig. (2-tailed)	.007	.000
	N	30	30
X1.3	Pearson Correlation	.633**	.786**
	Sig. (2-tailed)	.000	.000
	N	30	30
X1.5	Pearson Correlation	.647**	.735**
	Sig. (2-tailed)	.000	.000
	N	30	30
X2.1	Pearson Correlation	.623**	.806**
	Sig. (2-tailed)	.000	.000
	N	30	30
X2.2	Pearson Correlation	.784**	.918**
	Sig. (2-tailed)	.000	.000
	N	30	30
X2.3	Pearson Correlation	.671**	.852**
	Sig. (2-tailed)	.000	.000
	N	30	30
X2.4	Pearson Correlation	.583**	.807**
	Sig. (2-tailed)	.001	.000
	N	30	30
X2.5	Pearson Correlation	.583**	.787**
	Sig. (2-tailed)	.001	.000
	N	30	30
X3.1	Pearson Correlation	.578**	.858**
	Sig. (2-tailed)	.001	.000
	N	30	30

REABILITY X1

### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

### Reliability Statistics

Cronbach's Alpha	N of Items
.865	5

RELIABILITY X2

### Scale: ALL VARIABLES

### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

### Reliability Statistics

Cronbach's Alpha	N of Items
.947	5

RELIABILITY X3

### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

### Reliability Statistics

Cronbach's Alpha	N of Items
.947	5

### RELIABILITY Y1

#### Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

### Reliability Statistics

Cronbach's Alpha	N of Items
.935	5

### RELIABILITY Y2

### Case Processing Summary

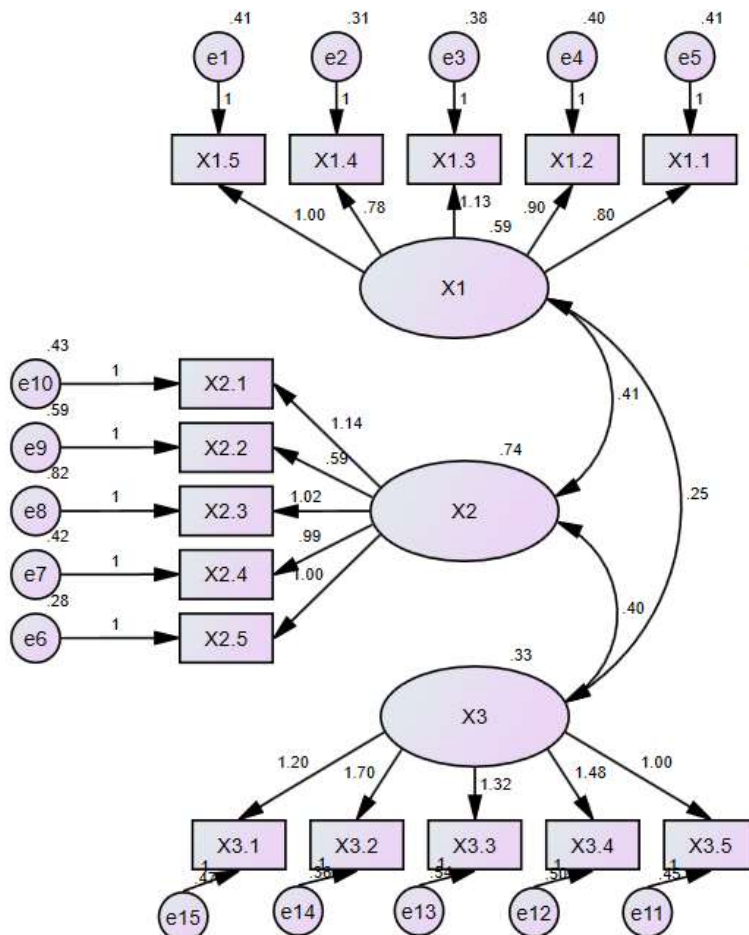
		N	%
Cases	Valid	30	100.0
	Excluded <sup>a</sup>	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

### Reliability Statistics

Cronbach's Alpha	N of Items
.852	5

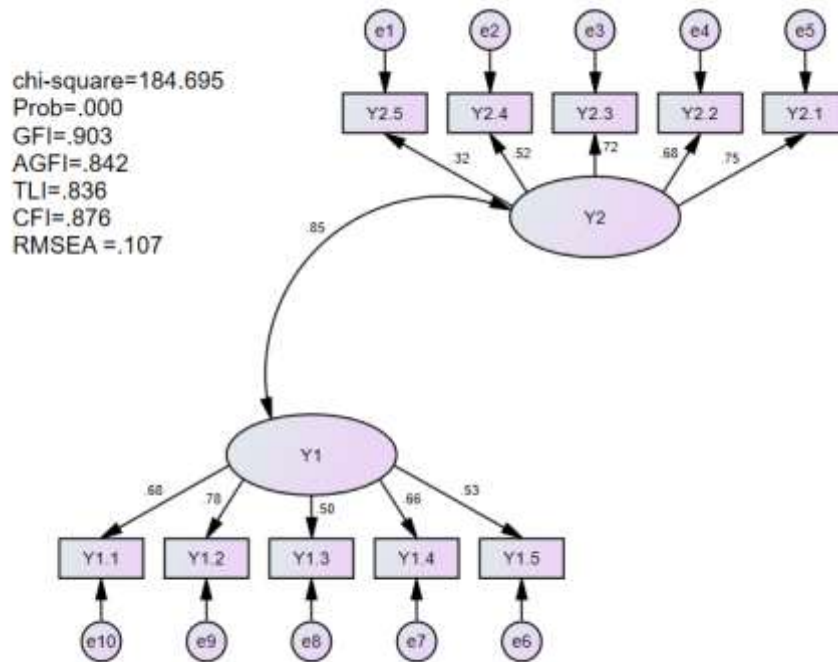
### CFA VARIABEL EKSOGEN



chi-square=175.011  
 Prob=.000  
 GFI=.941  
 AGFI=.918  
 TLI=.965  
 CFI=.971  
 RMSEA=.051

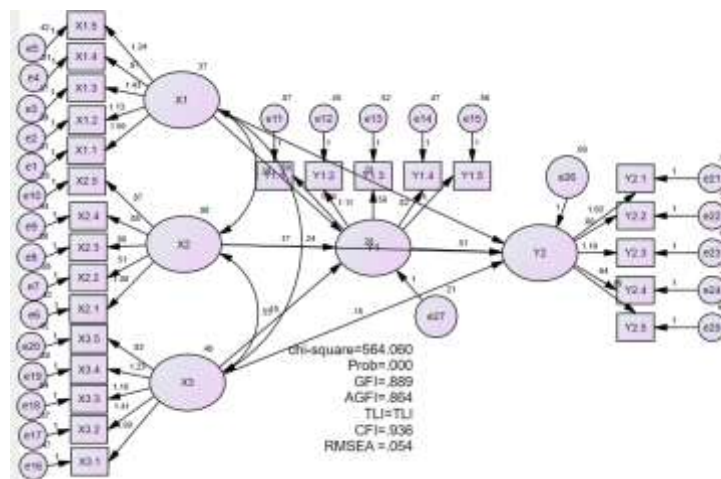
	Estimate
X1.5 <--- X1	.767
X1.4 <--- X1	.732
X1.3 <--- X1	.815
X1.2 <--- X1	.738
X1.1 <--- X1	.690
X2.5 <--- X2	.854
X2.4 <--- X2	.796
X2.3 <--- X2	.695
X2.2 <--- X2	.556
X2.1 <--- X2	.831
X3.5 <--- X3	.651
X3.4 <--- X3	.769
X3.3 <--- X3	.718
X3.2 <--- X3	.851
X3.1 <--- X3	.710

CFA VARIABEL ENDOGEN



**Standardized Regression Weights: (Group number 1 - Default model)**

	Estimate
Y2.4 <--- Y2	.506
Y2.3 <--- Y2	.718
Y2.2 <--- Y2	.685
Y2.1 <--- Y2	.760
Y1.5 <--- Y1	.530
Y1.4 <--- Y1	.658
Y1.3 <--- Y1	.498
Y1.2 <--- Y1	.775
Y1.1 <--- Y1	.678





Estimates (Group number 1 - Default model)

Scalar Estimates (Group number 1 - Default model)

Maximum Likelihood Estimates

Regression Weights: (Group number 1 - Default model)

	Estimate	S.E.	C.R.	P	Label
Y1 <--- X1	.587	.087	6.756	***	par_4
Y1 <--- X2	.174	.072	2.402	.016	par_5
Y1 <--- X3	.148	.100	1.482	.138	par_6
Y2 <--- X3	.150	.093	1.611	.107	par_7
Y2 <--- X1	.197	.090	2.197	.028	par_8
Y2 <--- X2	.255	.069	3.711	***	par_9
Y2 <--- Y1	.515	.091	5.631	***	par_10
X1.1 <--- X1	1.000				
X1.2 <--- X1	1.126	.086	13.120	***	par_11
X1.3 <--- X1	1.431	.101	14.218	***	par_12
X1.4 <--- X1	.974	.075	12.911	***	par_13
X1.5 <--- X1	1.242	.092	13.537	***	par_14
X2.1 <--- X2	1.000				
X2.2 <--- X2	.511	.045	11.271	***	par_15
X2.3 <--- X2	.899	.058	15.386	***	par_16
X2.4 <--- X2	.849	.049	17.441	***	par_17
X2.5 <--- X2	.869	.044	19.645	***	par_18
Y1.1 <--- Y1	1.000				
Y1.2 <--- Y1	1.111	.087	12.816	***	par_19
Y1.3 <--- Y1	.559	.067	8.362	***	par_20
Y1.4 <--- Y1	.819	.077	10.627	***	par_21
Y1.5 <--- Y1	.648	.073	8.817	***	par_22
X3.1 <--- X3	1.000				
X3.2 <--- X3	1.407	.090	15.593	***	par_23
X3.3 <--- X3	1.098	.083	13.153	***	par_24
X3.4 <--- X3	1.235	.088	13.956	***	par_25
X3.5 <--- X3	.834	.070	11.847	***	par_26
Y2.1 <--- Y2	1.000				
Y2.2 <--- Y2	.797	.064	12.389	***	par_27
Y2.3 <--- Y2	1.195	.087	13.764	***	par_28
Y2.4 <--- Y2	.635	.068	9.408	***	par_29
Y2.5 <--- Y2	1.149	.187	6.136	***	par_30

Standardized Regression Weights: (Group number 1 - De fault mode)

	Estimate
Y1 <-- X1	.495
Y1 <-- X2	.238
Y1 <-- X3	.141
Y2 <-- X3	.128
Y2 <-- X1	.149
Y2 <-- X2	.314
Y2 <-- Y1	.463
X1.1 <-- X1	.692
X1.2 <-- X1	.738
X1.3 <-- X1	.820
X1.4 <-- X1	.730
X1.5 <-- X1	.760
X2.1 <-- X2	.836
X2.2 <-- X2	.550
X2.3 <-- X2	.704
X2.4 <-- X2	.787
X2.5 <-- X2	.852
Y1.1 <-- Y1	.692
Y1.2 <-- Y1	.768
Y1.3 <-- Y1	.490
Y1.4 <-- Y1	.653
Y1.5 <-- Y1	.531
X3.1 <-- X3	.710
X3.2 <-- X3	.848
X3.3 <-- X3	.719
X3.4 <-- X3	.771
X3.5 <-- X3	.653
Y2.1 <-- Y2	.725

Y2.2 <-- Y2	.648
Y2.3 <-- Y2	.759
Y2.4 <-- Y2	.515
Y2.5 <-- Y2	.334

